



STATE OF DELAWARE

DEPARTMENT OF TECHNOLOGY AND INFORMATION

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DOVER, DELAWARE 19904

MESSAGE FROM DTI CIO JIM SILLS

On January 21, 2009 I was honored to be confirmed by the Delaware State Senate as the Secretary of the Department of Technology and Information (DTI) and Delaware's Chief Information Officer. Our state is experiencing extraordinary challenges and Governor Markell's commitment to using technology as a catalyst in making government more accessible, affordable and responsible for Delaware's citizens is what attracted me to become a member of his team.

As Governor Markell stated in his inaugural address, "We face the largest budget shortfall in state history. Dramatically larger than anything we have ever faced in our lifetimes. However, given the magnitude of our financial crisis, cutting waste will not be enough. That means cutting back on many government functions and services - even some that we all agree are needed. This will not be easy. It will not be painless. But we will do it. And we will prevail."

I firmly believe that business-oriented and customer-focused technologies will play a critical role in bringing greatly needed services to our citizens in this time of budgetary crisis. Technology solutions that put the customer first have proven time and time again to change lives, providing convenience, efficiency and lower costs.

Consistent, outstanding customer service is my number one priority. This is my first charge to the employees of DTI and my commitment to our customers. In these challenging times it is more important than ever to dedicate ourselves to open direct communications so that together we can implement effective and efficient technologies that meet the needs of all our customers – internal and external.

As I join Governor Markell, the General Assembly, and the state government workforce in navigating the tough times ahead, I am eager to face the challenges and promote innovative technologies which lower costs, and improve the services that make Delaware the great state we are proud to call home.

Please come back and follow our progress in the months ahead. If you have suggestions on how technology might make a difference to you, please share your thoughts at dti_cio@state.de.us